



**BALL STATE
UNIVERSITY**

Housing and Residence Life

Summer Desk Staff

Summer Desk Staff Job Position Description

Position Title: Summer Desk Staff

Reports To: Jeremiah Tucker

Position Overview:

Summer Desk Staff assist with the daily operations of the Residence Hall, including greeting students and guests, mail and package distribution, check-in and check-out of students and guests, and other administrative duties.

Qualifications:

- 2.0 GPA and submit a referral before interview.
- Can be enrolled in summer academic courses and are permitted to hold other employment.
- Must be available to work for a minimum of 2 weekends per month.
- Must be available to work 20-30 hours per week. On Campus hours must not surpass 40.
- Successful completion of a background check.

Compensation:

- \$9.00 per hour
- On-campus housing to stay in a single A/C room for the summer at a discounted rate, can live off-campus.
- Opportunity to gain valuable leadership experience, administrative skills, and skills in personal interaction and growth.

Duties and Responsibilities:

- Maintain a supportive and cooperative attitude regarding fellow staff members and supervisors.
- Maintain a database system to ensure accurate occupancy information at all times.
- Assist with building preparation and administrative tasks with RLCs and the Office of Housing and Residence Life.
- Manage the check-in and check-out process of conference and Orientation guests.

Management Component of Responsibilities

- Facilitate Orientation and conference check-ins, hall assignments, hall check-in, and check-out.
- Report all emergencies and situations to their supervisor(s).
- Follow protocol on tracking and logging conference and Orientation specific items including special paperwork or regulations, lost and found, parking, etc.
- Field information of repairs, refunds, parking needs, posting information, customer needs, etc. to its appropriate avenue to be addressed.

- Utilize technology such as Microsoft Word, Excel, StarRez, and Microsoft Teams in a productive and efficient way according to how one is trained on the systems.
- Other duties could include assisting with Orientation check-ins, manning the luggage check stations, conducting pre and post room checks, making check-in packets, mail, answering phone calls, etc.

Customer Service Component of Responsibilities

- Serve as a source of information concerning Ball State University.
- Provide effective and quality customer service to all guests.
- Communicate, role model, and consistently enforce HRL handbook policies.
- Communicate professionally with conference coordinators, RLCs, University offices, and guests.
- Have a knowledge of basic crisis/emergency response and intervention skills.
- Skillfully manage the distribution, collection, and organization of keys, send communication to the appropriate staff member(s) in a timely fashion via in an appropriate method by taking detail orientated messages in gathering relevant pertinent information.

Workload:

- Availability to work approximately 35 hours per week

Evaluation:

For inquiries about this position or if you need an accommodation to participate in any aspect of the interview process, please contact Garrett Tur at gjtur@bsu.edu or 765-285-0090.